GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:285
ANSWERED ON:22.03.2017
Aadhaar Based Online Ticketing System
Singh Shri Kirti Vardhan;Sule Smt. Supriya Sadanand

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways proposes to move towards Aadhaar based online ticketing system and if so, the details thereof;

(b) the aims and objectives behind the move and the time by which this is likely to be made effective;

(c) whether Aadhaar number has been made mandatory for senior citizens to avail concessions in train tickets from April, 2017 and if so, the details thereof;

(d) whether the Railways has also decided to move towards cashless ticketing system and if so, the details thereof; and

(e) the other steps taken by the Government to promote cashless transaction in the Railways?

Answer

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

(a) to (e): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF STARRED QUESTION NO. 285 BY SHRIMATI SUPRIYA SULE AND SHRI KIRTI VARDHAN SINGH TO BE ANSWERED IN LOK SABHA ON 22.03.2017 REGARDING AADHAAR BASED ONLINE TICKETING SYSTEM

(a) & (b): Railway has initiated a process to create a database of senior citizens through pre-verification of senior citizens based on Aadhaar details on voluntary basis with effect from 01.01.2017. The system is intended to ensure that the senior citizen concession is not misused by unscrupulous elements by giving fictitious names and to use the data for decision making.

(c): No, Madam.

(d) & (e): With a view to promote cashless ticketing system, various initiatives have been taken by Indian Railways including the following:-

I. Booking of reserved tickets:

The facility of online booking of reserved ticket has been provided through Indian Railway Catering and Tourism Corporation (IRCTC) website. The payment for tickets booked through IRCTC website is made through various cashless modes such as net banking, through credit/debit cards, cash cards and e-wallets.

II. Booking of unreserved tickets:

The facility of booking unreserved ticket including journey, season and platform tickets through mobile phone has been introduced in all suburban sections of Central, Western, Southern, Eastern, South Central, South Eastern and Delhi-Palwal section of Northern Railway. Additional payment options under the digital modes have also been introduced to widen the scope of digital payments for purchase of unreserved tickets.

Further, facility of renewal of season tickets through IRCTC website has been provided for suburban train services on Western and Central Railways wherein payment is made through electronic mode.

Digital Initiatives:
With a view to further promoting cashless transactions on Indian Railways, following initiatives have been taken:

i. It has been decided to install 10,000 Point of Sale (POS) machines in association with State Bank of India at various locations of Indian Railways i.e. PRS locations, UTS locations, Parcel/Goods locations. At present, more than 4000 POS machines have been installed over the Zonal Railways.

ii. An advanced Beta version of the mobile application for booking of reserved tickets has also been launched by IRCTC giving additional options of cashless payment.

iii. Service charge on online booking of tickets has been withdrawn for the tickets booked from 23.11.2016 to 31.03.2017.

iv. Service charge applicable on transactions against credit/debit cards for purchasing journey tickets at Unreserved Ticketing System (UTS)/ Passenger Reservation System (PRS) counters has been withdrawn.

v. Online booking facility for accredited press correspondents on the basis of registered ID card has been launched.

vi. International Credit/ Debit cards issued outside India are accepted for booking of e-tickets through IRCTC website.

vii. Free accidental insurance cover of upto `10 lakh for confirmed/RAC passengers in case of tickets booked online from 10.12.2016 to 31.03.2017.

viii. Provision of 0.5% discount on season tickets purchased through digital means with effect from 01.01.2017.

ix. Provision of 5% discount on payment made online for availing services like online booking of retiring rooms with effect from 01.01.2017.

x. Catering stalls have also been instructed to provide options for making cashless payments.

Indian Railways is working on to provide Integrated Mobile App to replace multiple Railway mobile applications providing services related to ticketing, catering, retiring rooms etc.

Transparency in ticket booking:
Further, to promote transparency in ticket booking through digital means, following significant measures have been adopted:-

i. Passengers are informed about change in their reservation status in the case of Waiting list/RAC to confirmed, cancellation of trains through SMS.

ii. In the case of cancellation of trains, refund is granted automatically to e-ticket holders.

iii. Automatic preparation of reservation charts at least 4 hours before scheduled departure of train and thereafter booking of available accommodation through internet as well as through computerized Passenger Reservation System (PRS) counters.

iv. A provision has been made in the PRS system to transfer vacant available accommodation after preparation of second reservation chart to next remote location.

v. Facility of cancellation of confirmed/RAC/ waitlisted PRS counter tickets through IRCTC website (www.irctc.co.in) or through 139 has also been introduced.

vi. With a view to provide confirmed accommodation to waitlisted passengers and also to ensure optimal utilization of available accommodation, the Alternate Train Accomodation Scheme (ATAS) known as VIKALP has been introduced. This scheme is being expanded to cover all types of trains on all sectors from April, 2017.

Steps taken to curb touting:
Following steps have also been taken to ensure availability of tickets to genuine passengers and to avoid touting activities:-

i. Restriction on agents on booking of tickets during first thirty minutes of opening of advance reservation period (ARP) booking and Tatkal booking.

ii. Provision of CAPTCHA in the booking page of e-ticket/i-ticket on the IRCTC website to check use of scripting tools by unscrupulous elements for cornering of tickets.

iii. A time check of 35 seconds for completion of online booking of tickets has been introduced to avoid misuse through use of scripting software.

iv. One Time Password (OTP) has been made mandatory for payment of tickets booked online.

v. Only one booking in one user login session except for return/ onward journey between 0800 and 1200 hours.

vi. Modification of Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules to discourage speculative booking of tickets.

vii. Condition of carrying of original proof of identity during journey by any one of the passenger booked on the ticket.

viii. Conducting of regular and surprise checks by Security, Vigilance and Commercial Departments.

ix. Provision of CCTVs at important PRS locations.

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